MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2016/2017

PGD0015 – GROUP DYNAMICS

(All sections / Groups)

17 OCTOBER 2016
2.30 P.M – 4.30 P.M
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **16 pages.**
2. Answer **ALL** questions.
3. Shade your answers on the OMR sheet.

MULTIPLE CHOICE QUESTIONS [100 MARKS]

Instructions: Answer **ALL** questions. Shade your answers on the **OMR** sheet.

1. In the study of group dynamic, social psychologists would consider _____.
   A. individual difference
   B. individual behaviour in group
   C. individuals and how groups work
   D. individual members as the unit of analysis

2. Which one of the following **BEST** describes a group?
   A. People from Komuter Serdang commuting to work.
   B. People waiting for a bus at the bus stand near MMU.
   C. Members of Spain's football team playing against Brazil team.
   D. People buying clothes during weekend at the Jusco supermarket.

3. Which of the following is **NOT** a group?
   A. Australian living in America.
   B. Students of a sub-urban high school.
   C. Tourists waiting for flights to take off at KLIA.
   D. Members of Brazil's soccer team playing against England.

4. Courtesy, mutual respect and responsibility are all examples of
   A. roles
   B. status
   C. norms
   D. group structure

5. Study by Stanley Milgram (1974) on obedience to authority showed the power of _____.
   A. roles
   B. status
   C. normality
   D. group structure

6. Whereas _____ integrate the actions of all members; _____ differentiate members' rights and obligations.
   A. norms; roles
   B. roles; norms.
   C. group structure; roles
   D. group structure; norms

7. What is the most important thing in experiential learning?
   A. Have experience.
   B. Reflect on the experience.
   C. Discuss on the experience.
   D. Read a lot of books about others' experience.

Continued...

8. The following are all defining characteristics of effective groups **EXCEPT** _____.
   A. clear operational goals
   B. positive interdependence
   C. almost impossible to achieve
   D. members are happy to work together

9. Which of the following groups is characterized by positive interdependence?
   I. Pseudogroups
   II. Effective groups
   III. High-performance
   IV. Traditional work groups designate

   A. I, II
   B. I, III
   C. II, III
   D. III, IV

10. The following are guidelines for effective group functioning. All of them are valid **EXCEPT** _____.
   A. members' power should be based on personality characteristics.
   B. match the procedure of decision making with the needs of the situation.
   C. engage in controversy by disagreeing and challenging each other's conclusions.
   D. make sure that all members are involved in the group's work, and committed to implementing the group's decisions.

11. A crucial difference between traditional work groups and pseudogroups is that traditional work groups members _____, whereas in pseudogroup _____.
   A. are forced to work together; they work together happily
   B. don't talk to each other; they communicate to a certain extent
   C. they communicate about how the work will get done; compete against each other
   D. commit themselves to the shared goals of the group and communicate only to achieve that; they withhold information from each other

12. Procedural learning is different from book learning in a way that _____.
   A. procedural learning relies more heavily on feedback
   B. procedural learning emphasizes readily usable insights more
   C. procedural learning is more acceptable in traditional school setting
   D. procedural learning is based on acquiring larger chunks of information

Continued...

13. What does Kurt Lewin's term "action research" means?
    A. Research should take place through observation in real life settings.
    B. Researchers should enter the life space of the experimental subjects.
    C. Theories should have practical significance in solving social problems.
    D. Practitioners are more important than theorists when it comes to solving social problems.

14. Group dynamics can only be understood by_____.
    A. using group skills
    B. formulating correct action theories
    C. reading books written by Kurt Lewin
    D. anticipating what actions will lead to what consequences

15. Experiential learning may be defined as a sequence of _____.
    I. testing the theory
    II. assessing the theory
    III. formulating an action theory
    IV. reflecting on the experience and modifying the action theory

    A. I, II, IV, III
    B. II, I, IV, III
    C. III, I, II, IV
    D. IV, III, II, I

16. The reasons of experiential learning are to _____.
    I. modify attitudes
    II. gain new experience
    III. alter cognitive structures
    IV. expand behavioural skills

    A. I, II
    B. III, V
    C. I, III, IV
    D. II, III, IV

17. Experiential learning will change the learner's_____.
    A. action theories
    B. behavioral skills
    C. attitudes and values
    D. All of the above

18. When you understand the message sent by someone, it is called_____.
    A. Channel
    B. Encoding
    C. Decoding
    D. Transmission

Continued...

19. To become a competent participant-observer, first you need to_____.
    A. observe
    B. give and receive feedback
    C. reflect and set goals for improvement
    D. engage in modified behavior in next group meeting

20. What is the major problem with observing group work by participants?
    A. No feedback
    B. Lack of objectivity
    C. Goals are not improved
    D. Group work engagement reduced

21. The group observation is important to _____.
    A. improve the group functioning
    B. give the observer power over the group
    C. give participants practice in being an observer
    D. critique the skills of individual group members

22. What is group communication?
    A. The exchange of words among group members.
    B. The notion of verbal behaviour perceived by other group members as meaningful message.
    C. The sending and receiving messages with the intent of influencing group members' behaviour.
    D. The linear sequence of sending and receiving verbal and nonverbal messages in order to achieve group goals.

23. On campus, Peter walks by his lecturer, Sir Alex and greets him with a smile and a "How are you?" Peter starts to describe his health, only to see that Sir Alex is already a block away. Which one of the seven basic elements of communication was not appropriate in this situation?
    A. Channel
    B. Encoding
    C. Decoding
    D. Sender's intentions

24. The 7-years old Vinod really likes Neesha but as he is shy and embarrassed, he just throws snowballs at her so as to express his feelings. Neesha is really upset by the snowball attack. Which one of the seven basic elements of communication was not appropriate in this situation?
    A. Noise
    B. Channel
    C. Decoding
    D. Encoding

Continued...

25. Both Evan and Jessica want to learn more about stress management. Evan decides to go to a lecture series presented by the international expert on stress management. Jessica joins a group where members experiment by role playing with various ways of managing their conflicts. Based on what you know about experiential learning, whose learning will be more effective?
    A. Evan
    B. Jessica
    C. Both the same
    D. None of them

26. What is the meaning of encoding?
    A. The sender decides to express her ideas and feelings.
    B. There are elements in the channel that make the message difficult to comprehend.
    C. The sender translates her ideas, feelings into a message comprehensible for the receiver.
    D The receiver tries to get at the true meaning of the message the sender sent as part of his communicative intent.

27. When discussing about the group communication process, channel is referred to_____.
    A. the perception of nonverbal messages
    B. the place where communication occurs
    C. the means of sending a message to the other person
    D. the way incongruent verbal and nonverbal messages get encoded

28. Which one is not the example of noise in the communication process?
    A. Traffic noise
    B. Credibility of the sender
    C. Annoying mannerisms of the sender
    D. Past experiences of the receiver making him suspicious of the sender's suggestions.

29. Noise is defined as an element that _____.
    A. occurs in the channel
    B. hinders effective communication
    C. enhances the sender's frame of reference
    D. modifies the receivers' frame of reference

30. Which of the following is an effective way of sending your message?
    A. "We should support this charity event".
    B. "Most lecturers would support this event, so should we".
    C. "I feel that we should support this cause and run the marathon".
    D. "All experts agree that running is very healthy, so our group should join this charity".

Continued...

31. Captain A and his girlfriend, Angelina is talking about a TV show in a loud party. Angelina is telling him how interesting the last episode was. It turns out Captain A really dislikes that show. Noise in this case refers to

I. The noise at the party
II. Angelina's way of speaking
III. Captain's feeling towards Angelina.
IV. Captain's attitude toward the TV show

A. I and II
B. I and IV
C. I, II, IV
D. II, III, IV

32. To be an effective sender, one should_____.

A. send the same message only once
B. provide feedback on the clarity of the message
C. make the verbal and nonverbal messages congruent
D. make sure the other person's behaviour evaluated accurately

33. Sender credibility refers to_____.

A. the sender's objective trustworthiness
B. how trustworthy the receiver perceives the sender
C. how trustworthy most people perceive the sender
D. how trustworthy the sender perceives himself/herself

34. Sender credibility depends on all of the factors listed below **EXCEPT**_____.

A. expertise
B. dynamism
C. self-worth
D. friendliness

35. Yee Yee has enough money to buy a new laptop for her study. She goes into a store and asks a salesperson about different brands. The salesperson says that their most expensive model is the best and that's the one that Yee Yee would need if she wants to succeed in college. Yee Yee is not sure whether she should trust her advice because of the salesperson's _____.

A. expertise
B. dynamism
C. credibility
D. friendliness

36. The morale of a group tends to be higher if the communication network is _____.

A. formal
B. a chain
C. circle or open
D. Y-shaped or wheel-shaped

Continued...

37. What does it means to negotiate for the meaning of the message?
    A. Receiver tries to persuade the sender to communicate more clearly.
    B. Sender and the receiver argue about the meaning of the words used.
    C. Receiver and sender keep paraphrasing the message till they agree on its meaning.
    D. Sender paraphrases the message in at least three ways to make sure the receiver understands it accurately.

38. Daniel, an 11-year old boy always makes up stories and tells them as truth. His friends know that about him, but they don't mind. Yesterday, a pencil box went missing from the classroom. Daniel actually saw a boy from next class take them, and when he told the others about what he saw, they did not believe him because, in the eyes of his peers, Daniel_____.
    A. does not seem credible
    B. may have ulterior motives
    C. is not warm and friendly enough
    D. does not have relevant expertise on the topic

39. The group member who happens to occupy a central physical position in the communication network is likely to become_____.
    A. the leader
    B. time keeper
    C. the scapegoat
    D. efficient problem solver

40. In one-way communication with feedback, the function of feedback is_____.
    A. To make the communication appear more democratic and inclusive
    B. To provide the receivers with an opportunity to influence decision making
    C. To inform the sender about how well the receivers understood the message
    D. To provide the sender information about what the receivers think of the message

41. In one-way communication with feedback _____, whereas in two-way communication_____.
    A. there is no provision for reciprocal influence; decision making takes less time.
    B. decision making is more time; both sending and receiving skills are needed; consuming
    C. the receivers negotiate for meaning but there is no way for mutual influence; participation is distributed
    D. the receivers negotiate for meaning but there is no way for mutual influence; effectiveness is determined by the clarity of message

42. Group leaders who are effective at reducing tension and encouraging member participation tend to use_____.
    A. self-disparaging humour
    B. superior-targeted disparaging humour
    C. subordinate-targeted disparaging humour
    D. both subordinate-targeted and superior-targeted disparaging humour

Continued...

43. As the message gets passed on through several people, certain parts of the message get more dominant, whereas other parts will be left out. This process is called:
    A. Levelling
    B. Integration
    C. Sharpening
    D. Assimilation

44. As the message gets passed on through several people, the amount of information contained in the message gets reduced, and the message itself gets shorter. This process is called:
    A. Leveling
    B. Integration
    C. Sharpening
    D. Assimilation

Questions no. 45 to 47 are based on Table 1.

Table 1: Leaders

A. Leaders are born, not made.
B. Handling and maintaining the status quo is the main concern.
C. They inspire their followers to love and be passionately devoted to them.
D. They are not very emotionally involved in their interpersonal relationships as it is easier to manipulate others if they are viewed as objects rather than as fellow humans.

45. Which statement describes trait theory of leadership?

46. Which statement describes charismatic leaders?

47. Which statement describes machiavellianism leaders?

48. Organizational leaders organize member in cooperative groups because it _____.
    A. encourage people to take membership
    B. decreases member's confidence in success
    C. makes the members think highly of the leader
    D. promotes good working relations among them

49. Fiedler's studies on maintenance oriented and task oriented leaders shows that_____.
    A. task oriented leaders are more effective
    B. maintenance oriented leaders are more effective
    C. group effectiveness and leadership behavior are not consistently related
    D. leadership behavior does not have much impact on group effectiveness

50. Fiedler's approach to the effectiveness of maintenance-oriented and task- oriented leaders is an example for _____.
    A. Influence theory of leadership
    B. Situational theories of leadership
    C. Trait theory approach to leadership
    D. Organizational leadership approach

Continued...

51. Influence theory of leadership claims that the relationship between leaders and their followers is based on _____.
    A. autocratic
    B. reciprocity
    C. democratic
    D. laissez-faire

52. Machiavellian leaders believe that _____.
    A. people are easy to manipulate
    B. most people are psychopathological
    C. power should be exercised for the common good
    D. unless you have a sense of mission, you cannot be an effective leader

53. The finding that many highly intelligent people do not become leaders is a problem with the _____.
    A. Trait theory of leadership
    B. Charisma theory of leadership
    C. Role position approach to leadership
    D. Distributed-actions theory of leadership

54. In the study of traits leadership, the largest predictor of leadership success is _____.
    A. being tall and handsome
    B. having organizational skills
    C. prior success in leadership roles
    D. being in the right place at the right time

55. According to the influence theory of leadership, the people who emerge as a leader is the member who _____.
    A. talks the least
    B. talks the most
    C. gets others to contribute
    D. gets the members to do what they want them to do

56. In studies of the style theory of leadership, member satisfaction is more strongly associated with _____.
    A. autocratic
    B. reciprocity
    C. democratic
    D. laissez-faire

57. Group productivity is best promoted by _____.
    A. an autocratic leadership style
    B. a group structure with well-defined roles and responsibilities
    C. an interaction-oriented leadership style with emphasis on group cohesiveness
    D. a person-oriented leadership style where consensus in decision making is actively encouraged

Continued...

58. In the study on leadership styles, the frequency of aggressive acts is lower under _____ leaders than under _____ leaders.
    A. democratic and laissez-faire; autocratic
    B. autocratic and laissez-faire; democratic
    C. democratic ; autocratic and laissez-faire
    D. autocratic and Machiavellian; democratic

59. Creating a mutual vision with followers is important because _____.
    A. it is impossible to lead without a vision
    B. it enables the leader to control the followers
    C. followers will not contribute unless they accept the vision
    D. the followers like to know that their leader has good ideas

60. The most effective style of leadership is one which leaders _____.
    A. follows the advice of the experts
    B. shows that they are in charge and make decisions accordingly
    C. allows important decisions to be made by the democratic processes
    D. show concern for group members while clearly defining roles and expectations

61. The distributed-actions theory of leadership claims that _____.
    A. interaction-process analysis is always present in effective groups
    B. any group member can become a leader if their actions help the group
    C. there is a strong negative correlation between participation and leadership
    D. the task-leadership role and the social-emotional leadership role must be fulfilled by the same person

62. In Hersey and Blanchard's theory, when group members have low level of maturity, the appropriate leadership is _____.
    A. high task/low relationship (telling)
    B. high task/high relationship (selling)
    C. low task/low relationship (delegating)
    D. low task/high relationship (participating)

63. Which of the following is **NOT** the reason for dividing responsibility among group members under the distributed-actions theory of leadership?
    A. To utilize the expertise of all the members
    B. To get commitment to the group from the members
    C. To encourage teamwork for dominance among members
    D. To encourage competition for dominance among members

64. Organizational leadership involves _____.
    A. leading by example
    B. managing the status quo
    C. identifying the traits of good group members
    D. encouraging competition among group members

Continued...

65. Organizational leaders encourage the heart by _____.
    A. giving rousing and encouraging speeches
    B. celebrating individual and joint accomplishments
    C. letting others know how good the organization is
    D. getting rid of members who do not perform up to standard

66. When something is necessary for you to survive in life, it is a_____.
    A. want
    B. need
    C. interest
    D. none of the above

67. Rebecca sees a beautiful sweater that she really loves. That sweater represents a _____.
    A. want
    B. need
    C. noise
    D. interest

68. Conflict of interest is based on all of these, **EXCEPT**_____.
    A. rivalry
    B. incompatible ideas
    C. differences in wants, needs, goals, and values
    D. scarcities of resources such as power or influence

69. Azmir and Azif have a disagreement that leads to a fist fight in the classroom. This is an example of _____.
    A. direct aggression
    B. indirect aggression
    C. emotional aggression
    D. instrumental aggression

70. In a conflict of interest, how you behave depends on _____.
    A. how important your job is to you
    B. how important to win the conflict to you
    C. how important the relationship is to you
    D. how important your group member's goals are to you

71. For Lee Chi, his love relationship with Amanda is more important than his goals. He is using _____ conflict management strategy.
    A. forcing
    B. smoothing
    C. compromising
    D. problem-solving negotiations

Continued...

72. When neither the goal nor the relationship is important, a person would use which conflict management strategy?
    A. Smoothing
    B. Withdrawing
    C. Compromising
    D. Problem-solving negotiations

73. We should _____ to be competent in managing conflicts.
    A. learn to avoid conflict
    B. learn to do all five strategies
    C. do whatever feels like the natural thing to do
    D. learn to always use problem-solving negotiation

74. When both the goal and relationship is important, a person would use which conflict management strategy?
    A. Smoothing
    B. Withdrawing
    C. Compromising
    D. Problem-solving negotiations

75. Kate really wants a horse farm in suburban. Tom, her husband is not enthusiastic about the idea but he buys it for her anyway. This is an example of_____.
    A. forcing
    B. smoothing
    C. withdrawing
    D. compromising

76. Which of the following strategies can be performed by one person alone?
    A. Smoothing
    B. Withdrawing
    C. Compromising
    D. Problem-solving negotiations

77. If the time and place is **NOT** right for dealing with a conflict, it can be avoided by_____.
    A. increasing barriers and removing triggering events
    B. decreasing barriers and removing triggering events
    C. increasing barriers and strengthening triggering events
    D. decreasing barriers and strengthening triggering events

78. In a negotiation, when presenting reasons for what you both want, it is most important to _____.
    A. be ready to give better reasons than the other person
    B. reaffirm how sad you will be if you do not get what you want
    C. arrange to allow the other person to win 50 percent of the time
    D. listen carefully and decide if the other person's reasons are valid

Continued...

79. When negotiators feel that they should return the same benefit or harm to the other, they are feeling the _____.
    A. norm of equity
    B. dilemma of trust
    C. dilemma of honesty
    D. norm of reciprocity

80. Which action is **NOT** helpful in distributive negotiation?
    A. Compromising slowly
    B. Negotiating until agreement is reached
    C. Making an extremely low opening offer
    D. Using threats, promises, and arguments

81. In order to communicate your feelings towards your partner, you need to _____.
    A. hide your emotions
    B. let you emotions show
    C. explain what your emotions are
    D. use your emotions to make your point

82. Reaching a wise decision requires reconciling _____.
    A. wants and goals
    B. goals and needs
    C. positions and wants
    D. positions and needs

83. Conflict is most probably to happen during the stage of _____.
    A. forming
    B. norming
    C. storming
    D. performing

84. You are listening to people talk about groups. They all have different opinions, and you are asked if you agree with their statements. Given your knowledge of groups, which statement will you accept?
    A. Group cohesion and effectiveness is virtually the same thing.
    B. It is typical for a group to move through a period of conflict.
    C. Some groups are so powerful that they develop a collective conscious.
    D. People often define themselves in terms of their groups, but not the categories to which they belong.

85. To reach a wise agreement, you must be able to _____.
    A. give in now but get what you want later
    B. give in to the other person to make them happy
    C. see the conflict from both your own and the other perspective
    D. call in a mediator to check and give approval to your agreement

Continued...

86. Kevin is showing his anger by spreading wrong rumours about his classmate. Kevin's behaviour is actually an action of _____ aggression.
A. direct
B. indirect
C. emotional
D. instrumental

87. When both negotiators are worried about believing in each other, they are experiencing a _____.
A. norm of equity
B. dilemma of trust
C. norm of reciprocity
D. dilemma of honesty

88. Hafiz has just been promoted as a director of company and he is thinking of buying a brand new car to suit his new job title. For him, the brand new car represents a(n) _____.
A. want
B. need
C. interest
D. achievement

89. One of the negative effects of _____ is the groups will probably tend to make faulty decisions together.
A. groupthink
B. conformity
C. facilitations
D. individualistic

90. _____ would likely to happen when people feel more anonymous within a crowd; they are more likely to be aggressive.
A. Groupthink
B. Egocentrism
C. Social loafing
D. Deindividuation

91. Free riders are those _____.
A. who work in group sincerely
B. who benefit from the group with full cooperation
C. who benefit from the group but give little in return
D. who has not gain any benefit from the group despite of their contribution

92. _____ facilitates dominant responses on easy tasks and hinders performance on difficult tasks.
A. Social loafing
B. Social facilitation
C. Social accreditation
D. Social encouragement

Continued...

93. _____ is tendency for people to exert less effort when they pool their efforts toward a common goal than when they are individually accountable.
    A. Social loafing
    B. Social facilitation
    C. Social accreditation
    D. Social encouragement

94. The strategy to motivate group members to perform to their best is to _____.
    A. enlarge the group size
    B. teach them communication skills
    C. select the best member as the leader
    D. make individual performance identifiable

95. Several studies of group dynamics revealed that conformity would likely to occur when _____.
    A. a group is very large
    B. the rest of the group is unanimous
    C. cultures emphasize individualism
    D. the fundamental attribution error is made

96. Adzim, a CEO in Telecommunication Company, has observed that _____ occurs when the tasks given were group based. He found out that he can get more work out of his sales staff when each member is given individual assignments than when an assignment is given to the staff as a whole.
    A. social loafing
    B. deindividuation
    C. forced compliance
    D. personal inconsistency

97. Groups provide _____ because by doing so it will avoid damage in performance of individual tasks.
    A. psychological support
    B. evaluation apprehension
    C. limit to each members tasks
    D. indifferent about individual performance

98. All of the following are **NOT** the steps in making total quality management group work in the workplace, **EXCEPT**_____.
    A. select a process for improvement
    B. get instructions from management
    C. assign everyone an individual assignment
    D. give pay raises to those who work the hardest

Continued...

99. The most important key for a successful negotiator to careful listening is _____ in order to convince the other person on how his or her wants and goals can be met through accepting your proposals.
    A. accepting
    B. theorising
    C. modelling
    D. paraphrasing

- Directly hurting the other person - Inferring that the other person's actions are the result of dispositional factors

100. The statement in the box above describes _____ acts.
    A. persuasive
    B. permissive
    C. destructive
    D. constructive

End of Paper